

INFOLINE



How this product can help your business

- Offload your main phone number and eliminate repetitive incoming calls freeing up phone resources
- Effectively convey your organization's information to large audiences
- Provide information updates to mobile and remote workers
- Supplement your advertising and marketing campaigns
- Give clients, employees and other stakeholders peace of mind in urgent situations

INFOLINE FACT V3

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INFOLINE

*Always connected, always answered;
serving 100% of your audience.*

Overview

INFOLINE is a fully hosted solution used to present information messages by telephone. With the capability to manage hundreds of thousands of callers per hour, INFOLINE is ideal for providing current information and updates to 100% of your audience, using the most available communications technology—the telephone. Give your audience your INFOLINE phone number and let them know the circumstances under which they should call. It's that simple.

Key Benefits

- **Increased Flexibility** – Record all messages in real time via a secure toll free number
- **Cost Savings** – A hosted service means no local phone lines or additional telecom equipment required
- **Boost Efficiency** – Information messages are available to 100% of your audience from home, office or mobile phones—a dramatic improvement over websites or email. Messages can be retrieved whenever it is convenient
- **Business Continuity** – Callers reach your message, regardless of call volumes or the operating state of your telecom equipment or phone lines. There is never a busy signal
- **Improved Customer Service** – Information messages can be presented in your language of choice. Present callers with menu options from which they can choose their preferred language
- **Support Decision-Making** – Gain information and insight into all callers for audit purposes or for follow-up

Key Benefits continued

- Increase Revenue – Use your INFOLINE phone number in advertising campaigns to present additional information and generate sales leads. Full details of all caller information is available for sales follow-up
- Voice Assurance Suite – INFOLINE is part of the Aizan Voice Assurance Suite, which also includes Automated Virtual Attendant (AVA), CALL ALLOCATOR, Enhanced Messaging Application (EMA), Keep Originator On Line (KOOL), Virtual Contact Center (VCC), Virtual Fax Manager (VFM) and other products

Features

Rugged

Service is always up, always on and ready to respond to your callers.

Unique Messages

Based on the number dialed INFOLINE can present unique or common messages.

Message Recording

Your message may be short or long. INFOLINE will respond to your dynamic needs.

Virtual

As a hosted service, there is access to significant caller capacity—without requiring a single phone line or premise equipment.

Repeatable Messaging via Hot Key

Callers may optionally repeat the message two times by simply pressing 1 on their telephone.

Immediate Message Update

Your messages are important. The moment they're recorded, they're ready for use.

Menuing Services

Up to 9 menu choices can be provided for callers to navigate to the information you want to convey.

Language Selection

Messages can be recorded in any language. Present callers with menu options from which they can choose their preferred language.

Features continued

High capacity, without local phone lines

INFOLINE manages hundreds of thousands of calls per hour and is ideal for providing current information to 100% of your audience by phone. Give your audience your INFOLINE phone number and let them know the circumstances under which they should call. It's that simple.

Full Audit Reports

Online reports deliver summary or detail level information supporting the organization's caller activity. Web-based report data can be downloaded for local analysis as required. Information is available on-screen and can be printed or converted into EXCEL, PDF, CSV or other industry standard formats. Date, time and feature results filtering are available to ensure information is meaningful.

100% Hosted - 100% benefit

As a fully hosted, hardware-free application, INFOLINE delivers its services continuously. It is not affected by local disruptions such as power loss, connectivity issues, lack of technical support staff or other elements that could have a negative impact on service delivery. There is no need to purchase, maintain or install any equipment.

Application Areas

- Connect remote workers to shift information
- Education, Health and Government for community notices
- Business Continuity and event updates
- Marketing Advertising Support
- Employee Bulletin Boards
- Call Centre Overflow messages



Voice Assurance Suite

- AUTOMATED VIRTUAL ATTENDANT
- CALL ALLOCATOR
- ENHANCED MESSAGING APPLICATION
- KEEP ORIGINATOR ON LINE
- VIRTUAL CONTACT CENTRE
- VIRTUAL FAX MANAGER

Your Hosted Voice Advantage

About Aizan Technologies Inc.

Aizan is an on demand Voice Application Service Provider. As a trusted partner we provide solutions for customer care, business continuity, marketing and business process improvement to hundreds of North American customers through our Software as a Service (SaaS) model. We deliver a variety of progressive applications and services through our Aizan suite of hosted products including broadcast messaging, automated information line, real time voice traffic management and Virtual Contact Centre for inbound and outbound customer contact programs.



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